

TERMS OF SERVICE

In order to ensure your safety and comfort, and in accordance with Article 10 of the Ryokan law, we have established the following rules with which we hope you will cooperate. As is stipulated under Article 7 of the Ryokan law, guests may be held responsible for the results of their actions or may be asked to leave if they break these rules.

Fire Safety

1. Upon your arrival at your room, and check the escape route map indicated the chart on the inner side of the door. Try to find more than two escape exits in different directions, and actually walk to the exits and confirm them.
2. Please be careful about the potential cause of fire. Particularly, we request you not to smoke in bed.
3. Please do not bring any heating, cooking equipment in your room.
4. Please avoid any action which might cause an accidental fire
5. Please do not touch fire-fighting equipment unless there is an emergency

Room Security

1. When you leave your room, please check the door to see that it has been locked properly.
2. Refrain from using your room for meeting visitors. Please use the lobby on the third floor instead.

Payment of Bills

1. Payment is to be made in local currency, by credit cards honored by this Ryokan, to the cashier before our departure or when requested by the Ryokan
2. When signing for bills at the restaurants, other facilities, please inform your room number and your name to the personnel on duty.

Prohibited Behavior

1. The following items are prohibited in the Ryokan.
 - Dogs, cats, birds and other animals or pets (seeing eye and assistance dogs permitted) .
 - Gunpowder, volatile oils or other explosives or inflammables;
 - Objects emitting a foul odor.
 - Unregistered firearms, swords, drugs or other articles the possession of which is prohibited by the laws of Japan.
2. Do not annoy other guests by making loud noise in rooms or hallways
3. Do not distribute advertising materials or sell goods in the Ryokan, unless specially authorized.
4. It is prohibited to put any object near the window or the veranda in such a way that the exterior appearance of the Ryokan might be spoiled.
5. Minors are not allowed to stay at this Ryokan without the consent of their parents or guardians.
6. Guests are encouraged to conserve electricity and water to promote more efficient use of natural resources.

ACCOMMODATION AGREEMENT

Article 1. (Scope of Application)

1. Contracts for accommodation and related agreements to be entered into between this Ryokan and the Guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations and/or generally accepted practices.
2. When the Ryokan has entered into a special contract with the Guest, as far as such a special contract does not violate the laws and regulations and generally accepted practices, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of these terms and conditions.

Article 2. (Application for Accommodation Contract)

1. A Guest who intends to make an application for an Accommodation Contract with the Ryokan shall notify the Ryokan of the following particulars:
 - (1) Name of the Guest(s)
 - (2) Date of accommodation and estimated time of arrival
 - (3) Accommodation charges (based, in principle, on the Basic Accommodation Charges listed in the attached Table No.1); and
 - (4) Other particulars deemed necessary by the Ryokan.
2. If Guests request to extend their stay, during their stay, beyond the date in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

Article 3. (Conclusion of Accommodation Contracts, etc.)

1. A Contract for Accommodation shall be deemed to have been concluded when the Ryokan has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proved that the Ryokan has not accepted the application.
2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding paragraph, the Guest is requested to pay an accommodation deposit set by the Ryokan within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Ryokan.
3. The deposit shall be first used for the Total Accommodation Charge to be paid by the Guest, then secondly for cancellation charges under Article 6 and thirdly for compensation under Article 18, if applicable. The remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.
4. When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 2, the Ryokan shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Ryokan when the period of Payment of the deposit is specified

Article 4. (Special Contracts Requiring No Accommodation Deposit)

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Ryokan may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same paragraph.
2. In the case when the Ryokan has not requested payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as though Ryokan has accepted a special contract prescribed in the preceding paragraph.

ACCOMMODATION AGREEMENT

Article 5. (Refusal of Accommodation Contracts)

The Ryokan may not accept the conclusion of an Accommodation Contract under any of the following circumstances.

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions.
- (2) When the Ryokan is fully booked and there is no vacancy.
- (3) When the Guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against public order or good morals during his accommodation.
- (4) When the Guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against the public order or good morals in regard to his/her accommodations following (a) to (c).
 - a) The law in respect to prevention, etc. against illegal actions by gang members (1991 Law item77) stipulated article2 item2 (hereinafter referred to as “gang group” .), gang member stipulated by the same law article2 item6(hereinafter referred to as “gang member” .), gang group semi- regular members or gang member related persons and other antisocial forces.
 - b) When gang group or gang members are associates of corporations or other bodies to control business activities.
 - c) When a corporate body has related persons to gang members.
- (5) When the Ryokan and/or Ryokan staff are violently threatened or unreasonably burdened by the Guest.
- (6) When the guest seeking accommodation can be clearly determined to be carrying an infectious disease,
- (7) When the Guest seeking accommodation is deemed liable to behave in a manner that will infringe upon other Guests of this Ryokan or behaves in such a manner, due to intoxication or other causes,
- (8) When the Ryokan is unable to provide accommodation due to natural calamities, malfunction of the facilities and/or other unavoidable causes; or
- (9) When the provisions of article 12 of the Ishikawa Prefecture. Ryokan/Hotel Business Law enforcement ordinance are applicable.

Article 6. (Right to Cancel Accommodation Contracts by the Guest)

1. The Guest is entitled to cancel the Accommodation Contract by notifying the Ryokan.
2. If the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Ryokan has requested payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of payment of cancellation charges in case of cancellation by the Guest.
3. If the Guest does not appear by 8:00 p.m. of the accommodation date without advance notice (2 hours after the expected time of arrival if the Ryokan is notified), the Ryokan may regard the Accommodation Contract as being cancelled by the Guest.

Article 7. (Right to Cancel Accommodation Contract by the Ryokan)

1. The Ryokan may cancel the Accommodation Contract under any of the following circumstances:
 - (1) When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regard to his/her accommodation.

ACCOMMODATION AGREEMENT

- (2) When the Guest is clearly considered to be corresponding to the following (a) to (c).
 - (a) A gang group, gang group semi-regular member, gang member-related person, or other antisocial group.
 - (b) A corporate entity or other organization where gang groups or gang members control business activities.
 - (c) A corporate entity with gang groups or gang members serving as officers.
 - (3) When the Guest can be clearly identified as carrying an infectious disease.
 - (4) When the Guest behaves in a mischievous way against other Ryokan guests.
 - (5) When the Guest can be clearly detected to be carrying an infectious disease.
 - (6) When a violent action is carried out by the Guest or when the Ryokan is requested to assume an unreasonable burden in regard to his accommodation.
 - (7) When the Ryokan is unable to provide accommodation due to natural calamities and/or other causes of force major.
 - (8) When the provisions of article 12 of the Ishikawa Prefecture. Ryokan/Hotel Business Law enforcement ordinance are applicable.
 - (9) When the Guest does not observe the rules prohibiting certain actions specified under the Ryokan Regulations stipulated by the Ryokan (restricted to prohibitions deemed necessary in order to prevent fires), such as smoking in bed and tampering with the fire-fighting facilities.
2. If the Ryokan has canceled the Accommodation Contract in accordance with the preceding Paragraph, the Ryokan shall not charge the Guest for any of the services during the contractual period he/she has not received.

Article 8. (Registration)

1. The Guest shall register the following particulars the Front Desk of the Ryokan on the day of accommodation
 - (1) Name, age, sex, address and occupation of the Guest(s)
 - (2) Nationality, passport number, port and date of entry in Japan
 - (3) Date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the Ryokan.
2. All Guests of foreign nationality who do not reside within Japan will be asked to leave a photocopy of their passport with the Front Desk.
3. In the case where the Guest intends to pay his/her accommodation charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's cheque coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Article 9. (Occupancy Hours of Guest Rooms)

1. The Guest is entitled to occupy the contracted guest room of the Ryokan from 2:00 p.m. on the day of arrival to 11:00 noon on the day of departure. However, in the case when the Guest is accommodated continuously, the Guest may occupy the guest room all day, except for the days of arrival and departure.
2. The Ryokan may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the guest room beyond the time prescribed in the same Paragraph, in this case, extra charges shall apply as follows:
 - (1) Up to 3 hours: 30% of the room charge
 - (2) Up to 6 hours: 50% of the room charge
 - (3) More than 6 hours: 100% of the room charge

Article 10. (Observance of Ryokan Regulations)

The Guest shall observe the Ryokan Regulations established by the Ryokan. Ryokan Regulations are posted within the premises of the Ryokan.

ACCOMMODATION AGREEMENT

Article 11. (Business Hours)

1. The business hours of the Ryokan main facilities are as follows, and those of other facilities, etc. shall be notified in detail by brochures as provided, notices displayed in various places, the Service Directory in guest rooms and other means.
 - (1) Service hours of the Front Desk, Cashier, etc.
 - Closing time: N/A
 - Front service: Open 24 hours
 - (2) Service hours for dining.
 - Breakfast 06:30am – 09:00am.
 - Dinner 05:30pm – 09:30pm
2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable circumstances of the Ryokan. In such cases, the Guest shall be informed by appropriate means.

Article 12. (Payment of Accommodation Charges)

1. The explanation of accommodation charges, etc. that the Guest shall pay is as listed in the attached Table No.1.
2. Accommodation charges, etc. as stated in the preceding Paragraph shall be paid at Front Desk at the time of the Guest's departure or upon request by the Ryokan in Japanese currency. Other means acceptable to the Ryokan are traveler's cheques, coupons and credit cards.
3. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Ryokan.

Article 14. (Handling when Unable to Provide Contracted Rooms)

1. The Ryokan shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.
2. When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the Ryokan shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to reparations. However, when the Ryokan cannot provide accommodation due to causes for which the Ryokan is not liable, the Ryokan will not compensate the Guest.

Article 15. (Handling of Deposited Articles)

1. The Ryokan shall compensate the Guest for damages when loss, breakage or other damage is caused to goods, cash or valuables deposited at the Front Desk by the Guest, except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the Ryokan has requested the Guest for an appraisal of the value and the Guest has failed to do so, the Ryokan shall compensate the Guest up to a maximum of 100,000 yen.
2. The Ryokan shall compensate the Guest for damages when loss, breakage or other damage is caused, through intent or negligence on the part of the Ryokan, to the goods, cash or valuables brought onto the premises of the Ryokan by the Guest but are not deposited at the Front Desk.

However, for articles of which the nature and value has not been reported in advance by the Guest, the Ryokan shall compensate the Guest up to a maximum of 50,000 yen.

ACCOMMODATION AGREEMENT

Article 16. (Custody of Baggage and/or Belongings of Guest)

1. When the baggage of the Guest is brought into the Ryokan before his/her arrival, the Ryokan shall be liable to store it only in the case when such a request has been accepted from the Ryokan. The baggage shall be handed over to the Guest at the Front Desk at the time of his/her check-in.
2. In the case that the baggage or personal belongings of the Guest have been left at the Ryokan after he/she has checked out, the Ryokan shall, in principle, store them for seven days. The Ryokan shall deliver them to the nearest police station if not receiving relevant claim from the Guest during the period. However, valuables shall be delivered immediately to the nearest police station. Food and drink, magazines, and other waste-like items shall be disposed at the discretion of the Ryokan in the case that the Guest does not contact the Ryokan by the day after check-out.
3. The Ryokan shall be entitled to inspect the contents of the left baggage or personal belongings to handle appropriately in accordance with the nature of the contents and, if necessary, the Ryokan shall return them to the Guests or follow the process in accordance with the preceding Paragraph. The Guest shall not be eligible to object to such actions.

Article 17. (Liability in regard to Parking)

The Ryokan shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Ryokan, as it shall be regarded that the Ryokan simply offers the space for parking, whether the key of the vehicle has been deposited to the Ryokan or not.

However, the Ryokan shall compensate the Guest for damage caused through intent or negligence on the part of the Ryokan in regards to the management of the parking lot.

Article 18. (Liability of the Guest)

The Guest shall compensate the Ryokan for damage caused through intent or negligence on part of the Guest.

Article 19. (Governing Language)

These terms are provided in both Japanese and English. In case of a discrepancy between the Japanese and the English, the Japanese version will take precedence.

Article 20. (Jurisdiction and Applicable Laws)

Litigation arising from the Terms & Conditions for Accommodation Contract will be resolved in the courts in the jurisdiction of the Ryokan and in accordance with Japanese law.

ACCOMMODATION AGREEMENT

Attached Table No.1 Calculation Method for Accommodation Charges
(Ref. Paragraph 1 of Article 2, and Paragraph 1 of Article 12)

	Contents	
Total amount to be paid by the Guest	Accommodation Charges	(1) Basic Accommodation Charge (Room charge including breakfast and dinner) (2) Service Charge ((1) × 10%)
	Extra Charges	(3) Meals, Drinks and other Expenses (4) Service Charge ((3) × 10%)
	Taxes	(5) Consumption Tax (6) Bbathhouse tax (150 JPY)

Remarks: These charges are subject to change in accordance with revisions to the Tax Laws concerned.

1. The charge for an elementary school child or younger is as follows:
2. If a child takes meals and uses bedding on the same basis as an adult: 70% of the adult's charge
If a child takes special meals and uses bedding for children: 50% of the adult's charge
If a child only uses bedding: 30% of the adult's charge
If a child (infant) does not take any meals or use bedding: free of charge

Cancellation Charge for Hotel (Ref. Paragraph 2 of Article 6)

		NO SHOW	Arrival Date	1 Day Prior to Arrival Date	3 Days Prior to Arrival Date	5 Days Prior to Arrival Date	7 Days Prior to Arrival Date	15 Days Prior to Arrival Date
Contracted Number of persons	1 to 14 Persons	100%	100%	50%	30%	10%		
	15 to 30 Persons	100%	100%	50%	30%	30%		
	31 to 100 Persons	100%	100%	80%	30%	30%	20%	
	Over 101 persons	100%	100%	80%	50%	30%	30%	10%

1. Percentages signify cancellation charge percentage of the basic Room Charge.
2. When the number of contracted days is shortened, cancellation charges for the first day shall be billed regardless of the number of days shortened.
3. When part of a group booking (of over 15 persons) is cancelled, cancellation charges shall not be charged for the number of persons equal to 10% of the number of persons booked as of ten days prior to arrival.